



Vehicle Options								
T92	TRUNK CARGO NET							
T95	TRUNK MAT							
Warranty Extensions/Customer Service Initiative								
Warranty Exclusion Information								
Repair Order Information								
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
17038	10/23/2018	10/23/2018	INFINITI OF GRAND RAPIDS / Shaune, Vandyke	126,209	1	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
1	Internal Pay	Y		A	minor service FC			
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
16704	10/03/2018	10/03/2018	INFINITI OF GRAND RAPIDS / Shaune, Vandyke	126,209	1	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
1	Internal Pay	Y		A	minor service FC			
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
16579	09/27/2018	09/27/2018	INFINITI OF GRAND RAPIDS / Shaune, Vandyke	126,209	1	N/A	N/A	\$25.00
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
1	Internal Pay	Y		UVD	USED VEHICLE DELIVERY			
Customer Complaint			Cause Description			Correction Statement		
			PERFORMED USED VEHICLE DELIVERY SERVICES					
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
16562	09/26/2018	09/26/2018	INFINITI OF GRAND RAPIDS / Shaune, Vandyke	126,189	1	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	



1	Internal Pay	Y		A	minor service FC				
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total	
16506	09/24/2018	09/24/2018	INFINITI OF GRAND RAPIDS / Shaune, Vandyke	126,189	1	N/A	N/A	\$25.00	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description			Technician Notes	
1	Internal Pay	Y		UVD	USED VEHICLE DELIVERY				
Customer Complaint			Cause Description			Correction Statement			
			PERFORMED USED VEHICLE DELIVERY SERVICES						
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total	
16290	09/11/2018	09/14/2018	INFINITI OF GRAND RAPIDS / Rashodd, Jenkins	126,189	7	N/A	N/A	\$2,389.11	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description			Technician Notes	
1	Internal Pay	Y		UCI	USED VEHICLE INSPECTION			PERFORMED USED CAR SAFETY INSPECTION FRONT AND REAR BRAKES NEW TIRES ARE	
Customer Complaint			Cause Description			Correction Statement			
						PERFORMED USED CAR SAFETY INSPECTION FRONT AND REAR BRAKES NEW TIRES ARE AT 8 32NDS IN THE FRONT 5 32NDS IN THE REAR.			
Part Number			Part Description			Part Quantity			
11026JA00A			WASHER DRAIN			1			
1520865F0E			OIL FILTER			1			
999BK05W30NX			GENUINE NIS 5W30 API SN			12			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description			Technician Notes	
2	Internal Pay	Y		SWAP	SWAP WHEELS FROM				
Part Number			Part Description			Part Quantity			
40224JK00A			NUT-ROAD WHEEL			20			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description			Technician Notes	



3	Internal Pay	Y		A0002	Front Brake Service	REPLACED FRONT BRAKE PADS ROTORS AND HARDWARE.
Customer Complaint			Cause Description		Correction Statement	
					REPLACED FRONT BRAKE PADS ROTORS AND HARDWARE.	
Part Number			Part Description		Part Quantity	
D1060JL00J			PAD KIT-DISC BRAKE		1	
40206JL00A			ROTOR DISC BRAKE FRONT		2	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
4	Internal Pay	Y		A0003	Rear Brake Service	REPLACED REAR BRAKE PADS ROTORS AND HARDWARE.
Customer Complaint			Cause Description		Correction Statement	
					REPLACED REAR BRAKE PADS ROTORS AND HARDWARE.	
Part Number			Part Description		Part Quantity	
D408MJL00J			HARDWARE KIT		1	
43206JL00A			ROTOR BRAKE		2	
D4060JL00J			PAD KIT-DISC BRAKE		1	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
5	Internal Pay	Y		CABIN	REPLACE Cabin Air Filter	REPLACED CABIN FILTER.
Customer Complaint			Cause Description		Correction Statement	
					REPLACED CABIN FILTER.	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
6	Internal Pay	Y		BULB	REPLACE BULB	REPLACED RIGHT FRONT OUTER MARKER BULB.
Customer Complaint			Cause Description		Correction Statement	
					REPLACED RIGHT FRONT OUTER MARKER BULB.	
Part Number			Part Description		Part Quantity	
27277VX01A			FILTER-AIR		1	
2626189965			BULB-LICENSE PLATE LAMP		1	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
7	Internal Pay	Y		MB4	Mount Balance 4 Tires	MOUNTED AND BALANCED 2 SETS OF TIRES TO VEHICLE.
Customer Complaint			Cause Description		Correction Statement	



						MOUNTED AND BALANCED 2 SETS OF TIRES TO VEHICLE.		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
16272	09/10/2018	09/10/2018	INFINITI OF GRAND RAPIDS / Shaune, Vandyke	126,189	1	N/A	N/A	\$150.00
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
1	Internal Pay	Y		DET	Pre-Own Detail			
Customer Complaint			Cause Description			Correction Statement		
			PERFORMED DETAIL SERVICES FOR LOT					
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
09560	09/26/2017	09/26/2017	INFINITI OF GRAND RAPIDS / Brad, Joppie	120,300	1	N/A	N/A	\$.00
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
3	Internal Pay	Y		BATT	TEST/REPLACE BATTERY	VEHCILES ENGINE BATTERY TESTED AT 584 CCA BATTERY IS RATED AT 585 CCA RE CH		
Customer Complaint			Cause Description			Correction Statement		
						VEHCILES ENGINE BATTERY TESTED AT 584 CCA BATTERY IS RATED AT 585 CCA RE CHARGED BATTERY - ALL OK AT THIS TIME		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
08675	08/10/2017	08/14/2017	INFINITI OF GRAND RAPIDS / Brad, Joppie	119,762	4	N/A	N/A	\$30.00
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
1	Internal Pay	Y		GTIRE	FREE tire inspection			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
2	Internal Pay	Y		INSP	free inspec.29.95 value	REPLACED MISSING SKID PLATE BOLTS		
Customer Complaint			Cause Description			Correction Statement		



						REPLACED MISSING SKID PLATE BOLTS		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
3	Internal Pay	Y		ELOF	express Oil SVC 3,750 Mil	PERFORMED OIL CHANGE.		
Customer Complaint			Cause Description			Correction Statement		
						PERFORMED OIL CHANGE.		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
4	Internal Pay	Y		DETCP	CUST PAY FULL DETAIL	PERFORMED FULL DETAIL		
Customer Complaint			Cause Description			Correction Statement		
						PERFORMED FULL DETAIL		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
06663	04/11/2017	04/20/2017	INFINITI OF GRAND RAPIDS / Rashodd, Jenkins	118,012	2	\$981.51	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
1	Customer Pay	Y		IP063	Other concerns	REPLACED STARTER.		
Customer Complaint			Cause Description			Correction Statement		
						REPLACED STARTER.		
Part Number			Part Description			Part Quantity		
23300EY00E			MOTOR ASSY-STARTER			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
2	Customer Pay	Y		A	minor service FC	PROVIDED 2 BOTTLES OF ESTER OIL		
Customer Complaint			Cause Description			Correction Statement		
						PROVIDED 2 BOTTLES OF ESTER OIL		
Part Number			Part Description			Part Quantity		
999MP5W30EP			NISSAN 5W30 ESTER OIL GL4			2		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
04609	11/18/2016	11/18/2016	INFINITI OF GRAND RAPIDS / Rashodd, Jenkins	115,746	8	\$941.59	N/A	\$195.50
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		



01	Internal Pay	Y		GTIRE	FREE tire inspection	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
02	Internal Pay	Y		INSP	free inspec.29.95 value	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
03	Customer Pay	Y		A	minor service FC	REPLACED FRONT ROTORS.
Customer Complaint			Cause Description		Correction Statement	
					REPLACED FRONT ROTORS.	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
04	Internal Pay	Y		BATT	TEST/REPLACE BATTERY	TESTED BATTERY TESTED GOOD RECHARGED.
Customer Complaint			Cause Description		Correction Statement	
					TESTED BATTERY / TESTED GOOD RECHARGED.	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
05	Customer Pay	Y		A	minor service FC	REPLACED SWAY BAR LINKS.
Customer Complaint			Cause Description		Correction Statement	
					REPLACED SWAY BAR LINKS.	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
06	Customer Pay	Y		VBRFL	Brake System Flush	PERFORMED BRAKE FLUSH.
Customer Complaint			Cause Description		Correction Statement	
					PERFORMED BRAKE FLUSH.	
Part Number			Part Description		Part Quantity	
608334			BRAKE FLUSH		1	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
07	Customer Pay	Y		A0002	Front Brake Service	REPLACED FRONT ROTORS.
Customer Complaint			Cause Description		Correction Statement	
					REPLACED FRONT ROTORS.	
Part Number			Part Description		Part Quantity	
40206JL00A			ROTOR DISC BRAKE FRONT		2	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
08	Customer Pay	Y		A	minor service FC	REPLACED FRONT LEFT SEAY BAR REPLACED BOTH REAR SWAY BAR LINKS



Customer Complaint			Cause Description			Correction Statement		
						REPLACED FRONT LEFT SEAY BAR REPLACED BOTH REAR SWAY BAR LINKS		
Part Number			Part Description			Part Quantity		
54668JK03B			ROD ASSY-CONNECTING,STABILIZER			1		
54618EG03A			ROD-CONNECTING,REAR STABILIZER			1		
54668EG03B			ROD-CONNECTING,REAR STABILIZER			1		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
01447	04/12/2016	04/12/2016	INFINITI OF GRAND RAPIDS / RODRIGO, HERNANDEZ	112,336	4	\$416.28	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
01	Customer Pay	Y		IP063	Other concerns	INSTALLED A NEW RF SWAY BAR LINK ALL OKAY AT THIS TIME		
Customer Complaint			Cause Description			Correction Statement		
						INSTALLED A NEW RF SWAY BAR LINK ALL OKAY AT THIS TIME		
Part Number			Part Description			Part Quantity		
54618JK03B			ROD ASSY-CONNECTING,STABILIZER			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
02	Customer Pay	Y		GTIRE	FREE tire inspection	PERFORMED INSPECTION ALL OKAY AT THIS TIME		
Customer Complaint			Cause Description			Correction Statement		
						PERFORMED INSPECTION ALL OKAY AT THIS TIME		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
03	Customer Pay	Y		INSP	free inspec.29.95 value	PERFORMED INSPECTION ALL OKAY AT THIS TIME		
Customer Complaint			Cause Description			Correction Statement		
						PERFORMED INSPECTION ALL OKAY AT THIS TIME		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		



04	Customer Pay	Y		NA	NA	PLACED A BOTTLE OF ESTER OIL IN THE VEHICLE		
Customer Complaint			Cause Description			Correction Statement		
						PLACED A BOTTLE OF ESTER OIL IN THE VEHICLE		
Part Number			Part Description			Part Quantity		
999MP5W30EP			NISSAN 5W30 ESTER OIL GL4			1		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
01269	11/03/2015	11/04/2015	PFEIFFER INFINITI, INC.(T) / Shaune, Vandyke	101,000	4	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
24	Customer Pay			BRI	BRAKE INSPECTION			
Customer Complaint			Cause Description			Correction Statement		
CUSTOMER STATES BRAKE INSPECTION						BRAKE INSPECTION		
Part Number			Part Description			Part Quantity		
D1060JL00J			PAD KIT-DISC BRAKE			1		
D1080JL00A			DISC BRAKE KIT			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
25	Customer Pay			INSP	TECHNICIAN PERFORMED MULTI POINT INSPECTION ON VEHICLE CUST WAS ADVISED HE NEE			
Customer Complaint			Cause Description			Correction Statement		
CUSTOMER STATES PERFORM MULTI POINT INSPECTION						TECHNICIAN PERFORMED MULTI POINT INSPECTION ON VEHICLE CUST WAS ADVISED HE NEEDS BOTH FRT SWAY BAR LINKS CUST DECLINED		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
51	Customer Pay			LABOR	INSTALLED NEW ENG BATTERY			
Customer Complaint			Cause Description			Correction Statement		
CUSTOMER STATES CHK THE BATTERY						INSTALLED NEW ENG BATTERY		
Part Number			Part Description			Part Quantity		
999M1QC24F			INFINITI BATTERY			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		





52	Customer Pay			LABOR	REPLACED THE R/F WHEEL BEARING AND PUT A QT OF ESTER OIL IN THE FRT SEAT			
Customer Complaint			Cause Description			Correction Statement		
CUSTOMER STATES PUT ESTER OIL IN THE FRT SEAT OF THE CAR						REPLACED THE R/F WHEEL BEARING AND PUT A QT OF ESTER OIL IN THE FRT SEAT		
Part Number			Part Description			Part Quantity		
402024GE0A			HUB ASSY-ROAD WHEEL,FRONT			1		
999MP5W30EP			NISSAN 5W30 ESTER OIL GL4			1		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
70137	07/30/2014	07/30/2014	PFEIFFER INFINITI, INC.(T) / VANDYKE	97,564	5	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
01	Customer Pay			RE				
Customer Complaint			Cause Description			Correction Statement		
ES AT 6/32 OR GREATER								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
02	Customer Pay			P				
Customer Complaint			Cause Description			Correction Statement		
ti pt inspection								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
03	Customer Pay			01		JUSTED THE PINTCH PROTECTION ON THE WINDOW		
Customer Complaint			Cause Description			Correction Statement		
T STATES HIS WINDOW WILL ROLL DOWN ON ITS OWN WHEN HE ROL						IT UP HAPPENS INTERMITTENTLY SEE HISTORY		
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		



04	Customer Pay			15			FORMED A BRAKE INSP. 7MM FRT AND REAR ALL OK AT THIS TIME		
Customer Complaint			Cause Description			Correction Statement			
T STATES THE BRAKES SQUEEK ??									
Part Number			Part Description			Part Quantity			
						0			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes		
05	Customer Pay			I					
Part Number			Part Description			Part Quantity			
						0			
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total	
69613	06/20/2014	06/20/2014	PFEIFFER INFINITI, INC.(T) / SSAFE	96,981	3	N/A	N/A	N/A	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes		
01	Warranty Pay			07			VERIFIED CONCERN FOUND REGULATOR BINDING AND CAUSING MOTOR TO NOT GO ALL THE WAY UP REPLACED REGULATOR AND MOTOR		
Customer Complaint			Cause Description			Correction Statement			
C/S: Drivers side window keeps going down on its own parts are in									
Part Number			Part Description			Part Quantity			
80731JL00A			MOTOR ASSY - REGULATOR, LH			1			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes		
02	Customer Pay			P					
Customer Complaint			Cause Description			Correction Statement			
ti pt inspection-SCREWS ON PASS FLOOR TO UNDERBODY SHIELD						T IS MISSING SOME			
Part Number			Part Description			Part Quantity			
						0			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes		



03	Warranty Pay			I				
Part Number		Part Description				Part Quantity		
80721JL00A		REGULATOR ASSY - DOOR WINDOW, LH				1		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
68947	05/02/2014	05/03/2014	PFEIFFER INFINITI, INC.(T) / VANDYKE	95,367	18	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
01	Customer Pay			KE				
Customer Complaint			Cause Description			Correction Statement		
ke fluid flush								
Part Number		Part Description				Part Quantity		
8402						1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
02	Customer Pay			RE				
Customer Complaint			Cause Description			Correction Statement		
ES AT 6/32 OR GREATER								
Part Number		Part Description				Part Quantity		
999MP5W30EP		NISSAN 5W30 ESTER OIL GL4				2		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
03	Customer Pay			P				
Customer Complaint			Cause Description			Correction Statement		
ti pt inspection PUT 2 CANS OF ESTER OIL IN THE CAR								
Part Number		Part Description				Part Quantity		
999MPMTF00P		75W-85 MANUAL TRANS FLUID				4		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
04	Customer Pay			50				
Customer Complaint			Cause Description			Correction Statement		
nsmission Service								
Part Number		Part Description				Part Quantity		
209V5-KIT						1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
05	Customer Pay			10				



Customer Complaint			Cause Description			Correction Statement	
ry 7.5K or 6 mos PROGRAM THE TPMS NO ROTATION							
Part Number			Part Description			Part Quantity	
22401JK01D			PLUG-SPARK			6	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes	
06	Customer Pay			20			
Customer Complaint			Cause Description			Correction Statement	
I System Service						NO FILTERS	
Part Number			Part Description			Part Quantity	
BG280						1	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes	
07	Customer Pay			25		FORMED UNDERBODY INSP	
Customer Complaint			Cause Description			Correction Statement	
ry 30K or 24 mos							
Part Number			Part Description			Part Quantity	
						0	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes	
08	Customer Pay			30		FORMED BELT INSP	
Customer Complaint			Cause Description			Correction Statement	
60K/48 then 15K/12							
Part Number			Part Description			Part Quantity	
						0	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes	
09	Customer Pay			35			
Customer Complaint			Cause Description			Correction Statement	
ry 60K							
Part Number			Part Description			Part Quantity	
						0	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes	
10	Customer Pay			01		ED BG280K	
Customer Complaint			Cause Description			Correction Statement	
280 K							
Part Number			Part Description			Part Quantity	
						0	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes	



11	Customer Pay						
Part Number			Part Description			Part Quantity	
999A2VX000			MICROFILTER-DUST			1	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes	
12	Customer Pay			01			
Customer Complaint			Cause Description			Correction Statement	
T STATES INSTALL HOOD STRUTS PARTS IN							
Part Number			Part Description			Part Quantity	
65470JL00A			STAY ASSY HOOD			2	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes	
13	Customer Pay			01			
Customer Complaint			Cause Description			Correction Statement	
LACE THE DEAD PEDAL							
Part Number			Part Description			Part Quantity	
678401NF3A			FOOTREST ASSY			1	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes	
14	Warranty Pay			01		VERIFIED CUST CONCERN REPLACED THE WINDOW MOTOR	
Customer Complaint			Cause Description			Correction Statement	
CUST STATES TEH DRIVER SIDE WINDOW WHEN HE ROLLS IT UP IT WI LL GO HALF WAY BACK DOWN							
Part Number			Part Description			Part Quantity	
80731JL00A			MOTOR ASSY - REGULATOR, LH			1	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes	
15	Customer Pay			US			
Part Number			Part Description			Part Quantity	
STEERING FLUSH						1	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes	
16	Customer Pay			15		FORMED BRAKE INSP	
Part Number			Part Description			Part Quantity	
999MP1XGPP0P			LIMITED SLIP OIL			4	
Job Line	Pay Type	Goodwill	Test Code	Operation	Operation Description	Technician Notes	



				Code				
17	Customer Pay			R				
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
18	Customer Pay			I				
Part Number			Part Description			Part Quantity		
						0		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
68017	02/20/2014	02/20/2014	PFEIFFER INFINITI, INC.(T) / SSAFE	92,257	2	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
01	Warranty Pay			63				VERIFIED CUST CONCERN REPLACED L/F WHEEL BEARING
Customer Complaint			Cause Description			Correction Statement		
C/S: cust states ck out wheel bearing noise								
Part Number			Part Description			Part Quantity		
40202EJ70A			HUB ASSY-ROAD WHEEL,FRONT			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
02	Warranty Pay			E				
Part Number			Part Description			Part Quantity		
						0		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
66789	11/14/2013	11/15/2013	PFEIFFER INFINITI, INC.(T) / SSAFE	88,414	5	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
01	Customer Pay			01				
Customer Complaint			Cause Description			Correction Statement		
T STATES PROGRAM TPMS.								
Part Number			Part Description			Part Quantity		
999MP5W30EP			NISSAN 5W30 ESTER OIL GL4			2		



Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
02	Customer Pay			01				
Customer Complaint		Cause Description			Correction Statement			
T STATES NEEDS 2 QRTS OF ESTER OIL. PLEASE PUT THEM ON PA					NGER SEAT			
Part Number		Part Description			Part Quantity			
999M1QB24F		INFINITI BATTERY			1			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
03	Customer Pay			RE				
Customer Complaint		Cause Description			Correction Statement			
ES AT 6/32 OR GREATER								
Part Number		Part Description			Part Quantity			
					0			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
04	Customer Pay			P		IFIED W/ CUST.		
Customer Complaint		Cause Description			Correction Statement			
ti pt inspection								
Part Number		Part Description			Part Quantity			
					0			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
05	Customer Pay			I				
Part Number		Part Description			Part Quantity			
					0			
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
66004	09/20/2013	09/20/2013	PFEIFFER INFINITI, INC.(T) / VANDYKE	85,409	4	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
01	Customer Pay			RE				
Customer Complaint		Cause Description			Correction Statement			
ES AT 6/32 OR GREATER								
Part Number		Part Description			Part Quantity			
40206JL00A		ROTOR DISC BRAKE FRONT			2			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		



02	Customer Pay			P				
Customer Complaint			Cause Description			Correction Statement		
ti pt inspection								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
03	Customer Pay			15		ND THE ROTORS OUT OF ROUND FRT AND REAR PADS AT 6MM		
Customer Complaint			Cause Description			Correction Statement		
ry 15K or 12 mos CUST STATES THE CAR PULSATES AND SQUEEK						REV		
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
04	Customer Pay			A				
Part Number			Part Description			Part Quantity		
						0		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
64124	05/02/2013	05/02/2013	PFEIFFER INFINITI, INC.(T) / SSAFE	78,631	5	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
01	Customer Pay			01				
Customer Complaint			Cause Description			Correction Statement		
ROGRAM ALL FOUR TPMS								
Part Number			Part Description			Part Quantity		
999A2VX000			MICROFILTER-DUST			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
02	Customer Pay			01				
Customer Complaint			Cause Description			Correction Statement		
T STATES REPLACE CABIN AIR FILTER								
Part Number			Part Description			Part Quantity		
999MP5W30EP			NISSAN 5W30 ESTER OIL GL4			2		
Job Line	Pay Type	Goodwill	Test Code	Operation	Operation Description	Technician Notes		





				Code				
03	Customer Pay			01				
Customer Complaint			Cause Description			Correction Statement		
T STATES REPLACE THREE CLAMPS FOR UNDERBODY SHIELD FOR OI								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
04	Customer Pay			01				
Customer Complaint			Cause Description			Correction Statement		
T STATES NEEDS TWO BOTTLES OF ESTER OIL								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
05	Customer Pay			I				
Part Number			Part Description			Part Quantity		
						0		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
62451	12/13/2012	12/13/2012	PFEIFFER INFINITI, INC.(T) / LARGE	73,587	2	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
01	Warranty Pay			01		VERIFIED CUSTOMER CONCERN, REPLACED SHIFTER ROD ASSEMBLY.		
Customer Complaint			Cause Description			Correction Statement		
CUST STATES TRANS MAKE NOISE WHEN SHIFTING PARTS ARE IN								
Part Number			Part Description			Part Quantity		
34103CD00B			ROD ASSY-CONTROL			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
02	Customer Pay			E				
Part Number			Part Description			Part Quantity		
						0		



Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
62248	11/28/2012	11/28/2012	PFEIFFER INFINITI, INC.(T) / LARGE	72,553	4	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
01	Customer Pay			RE		ROGRAMMED TIRE PRESSURE MONITOR SENSOR		
Customer Complaint			Cause Description			Correction Statement		
ES AT 6/32 OR GREATER- CUST STATES RESET TPMS								
Part Number			Part Description			Part Quantity		
999MP5W30EP			NISSAN 5W30 ESTER OIL GL4			2		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
02	Customer Pay			P		CED 2 QUARTS OF ESTER OIL ON FRONT SEAT		
Customer Complaint			Cause Description			Correction Statement		
ti pt inspection- PUT 2 QUARTS OF ESTER OIL ON FRONT SEAT								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
03	Warranty Pay			01		VERIFIED CUSTOMER CONCERN- SPRAYED SHIFTER WITH LUBRICANT DID NOT FIX. ORDERED SHIFT LINKAGE		
Customer Complaint			Cause Description			Correction Statement		
CUST STATES SHIFTER IS SQUEAKY BETWEEN 3RD-6TH GEAR								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
04	Customer Pay			E				
Part Number			Part Description			Part Quantity		
						0		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total



59748	05/10/2012	05/10/2012	PFEIFFER INFINITI, INC.(T) / VANDYKE	63,488	5	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
01	Customer Pay			RE				
Customer Complaint		Cause Description			Correction Statement			
ES AT 6/32 OR GREATER								
Part Number		Part Description			Part Quantity			
					0			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
02	Customer Pay			P				
Customer Complaint		Cause Description			Correction Statement			
tire inspection								
Part Number		Part Description			Part Quantity			
					0			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
03	Customer Pay			01				
Customer Complaint		Cause Description			Correction Statement			
T STATES PROGRAM THE TIRE SENSORS THEY ARE ON THE INSIDE					THE RIM WE HAVE DONE IT IN THE PAST FOR HIM 4/29/11			
Part Number		Part Description			Part Quantity			
					0			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
04	Customer Pay			01			LD NOT PERFORM THE COMPUTER IS BROKE	
Customer Complaint		Cause Description			Correction Statement			
T STATES PROGRAM A NAVI UPDATE FOR HIM					CODE C0328939			
Part Number		Part Description			Part Quantity			
					0			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
05	Customer Pay			A				
Part Number		Part Description			Part Quantity			
					0			
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total



59385	04/09/2012	04/09/2012	PFEIFFER INFINITI, INC.(T) / VANDYKE	62,346	4	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
01	Customer Pay			RE				
Customer Complaint			Cause Description			Correction Statement		
ES AT 6/32 OR GREATER								
Part Number			Part Description			Part Quantity		
999MP5W30EP			NISSAN 5W30 ESTER OIL GL4			2		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
02	Customer Pay			P				
Customer Complaint			Cause Description			Correction Statement		
ti pt inspection								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
03	Warranty Pay			01			CODE P1093 VVEL ACTRMOT-B2 1 TIME TEST CAR EVERYTHING OK AT THIS TIME CLEARED CODE AND DROVE	
Customer Complaint			Cause Description			Correction Statement		
CUST STATES THE SES LIGHT IS ON CUST STATES THE CAR WAS TOWE D IN SAID IT WAS IN FAIL SAFE MODE??? I JUMPED THE CAR								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
04	Customer Pay			W				
Part Number			Part Description			Part Quantity		
						0		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
59132	03/15/2012	03/15/2012	PFEIFFER INFINITI, INC.(T) / VANDYKE	61,329	7	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	



01	Customer Pay			KE		
Customer Complaint		Cause Description			Correction Statement	
ke fluid flush						
Part Number		Part Description			Part Quantity	
8402					1	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
02	Customer Pay			RE		
Customer Complaint		Cause Description			Correction Statement	
ES AT 6/32 OR GREATER						
Part Number		Part Description			Part Quantity	
D4060JL00J		PAD KIT-DISC BRAKE			1	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
03	Customer Pay			P		
Customer Complaint		Cause Description			Correction Statement	
ti pt inspection						
Part Number		Part Description			Part Quantity	
209V5-KIT					1	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
04	Customer Pay			20		
Customer Complaint		Cause Description			Correction Statement	
I System Service						
Part Number		Part Description			Part Quantity	
D4080JL00A		HARDWARE KIT			1	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
05	Customer Pay			45		
Customer Complaint		Cause Description			Correction Statement	
60K/48 then 45K/36						
Part Number		Part Description			Part Quantity	
16546JK20A		ELEMENT ASSY-AIR			2	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
06	Customer Pay			01		
Customer Complaint		Cause Description			Correction Statement	
T STATES THE TRANS BOOT IS DAMAGED WAS TOLD FROM ROUSH						



Part Number			Part Description			Part Quantity		
999MPAF000			SERVICE FILE LONG LIFE COOLANT			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
07	Customer Pay			A				
Part Number			Part Description			Part Quantity		
						0		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
58539	01/20/2012	01/20/2012	PFEIFFER INFINITI, INC.(T) / VANDYKE	58,027	4	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
01	Customer Pay			RE				
Customer Complaint			Cause Description			Correction Statement		
ES AT 6/32 OR GREATER								
Part Number			Part Description			Part Quantity		
206921E810			GASKET-EXHAUST			4		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
02	Customer Pay			P				
Customer Complaint			Cause Description			Correction Statement		
ti pt inspection								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
03	Warranty Pay			01		VERIFIED CUST CONCERN REPLACED TRANSMISSION AND BLEED CLUTCH SYSTEM		
Customer Complaint			Cause Description			Correction Statement		
CUST STATES THE CAR WILL NOT GO INTO GEAR THINKS ITS THE CLU TCH								
Part Number			Part Description			Part Quantity		
32010JK41A			TRANSMISSION			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
04	Customer Pay			A				



Part Number			Part Description			Part Quantity		
						0		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
57950	11/25/2011	11/25/2011	PFEIFFER INFINITI, INC.(T) / URBANSKI	55,661	4	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
01	Customer Pay			RE				
Customer Complaint			Cause Description			Correction Statement		
ES AT 6/32 OR GREATER								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
02	Customer Pay			P				
Customer Complaint			Cause Description			Correction Statement		
ti pt inspection PLEASE REMOVE LIC PLATE SCREWS AND						TALL NEW ONES		
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
03	Customer Pay			10				
Customer Complaint			Cause Description			Correction Statement		
T HAD SNOW TIRES INSTALLED PROGRAM TPMS								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
04	Customer Pay			R				
Part Number			Part Description			Part Quantity		
						0		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
56895	08/25/2011	08/25/2011	PFEIFFER INFINITI, INC.(T) / VANDYKE	50,722	6	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		



01	Customer Pay			RE				
Customer Complaint			Cause Description			Correction Statement		
ES AT 6/32 OR GREATER								
Part Number			Part Description			Part Quantity		
999MP5W30EP			NISSAN 5W30 ESTER OIL GL4			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
02	Customer Pay			P				
Customer Complaint			Cause Description			Correction Statement		
ti pt inspection CUST STATES ADD A QT OF ESTER OIL						S HIS OWN OIL CHANGES		
Part Number			Part Description			Part Quantity		
D1080JL00A			DISC BRAKE KIT			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
03	Customer Pay			15			FORMED A BRAKE INSP	
Customer Complaint			Cause Description			Correction Statement		
ry 15K or 12 mos CUST STATES THE BRAKES ARE SQUEEKING								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
04	Warranty Pay			01				
Customer Complaint			Cause Description			Correction Statement		
CUST STATES THE SHIFTER SQUEEKS BETWEEN 5-6TH GEAR								
Part Number			Part Description			Part Quantity		
D1060JL00J			PAD KIT-DISC BRAKE			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
05	Customer Pay			A				
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
06	Customer Pay			R				
Part Number			Part Description			Part Quantity		
						0		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total





55570	04/29/2011	04/29/2011	PFEIFFER INFINITI, INC.(T) / VANDYKE	45,662	5	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
01	Customer Pay			RE				
Customer Complaint			Cause Description			Correction Statement		
ES AT 6/32 OR GREATER RESET THE TPMS								
Part Number			Part Description			Part Quantity		
999MP5W30EP			NISSAN 5W30 ESTER OIL GL4			2		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
02	Customer Pay			P				
Customer Complaint			Cause Description			Correction Statement		
ti pt inspection CUST WANTS 2 QTS. OF ESTER OIL								
Part Number			Part Description			Part Quantity		
27277EG025			FILTER KIT-AIR,AIR CONDITIONER			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
03	Customer Pay							
Part Number			Part Description			Part Quantity		
999M1QB24F15			INFINITI BATTERY			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
04	Warranty Pay			01			TEST ELECT FOUND BATTERY TESTED BAD CODE BATLBSV0R8KG0RK REPLACE BATTERY	
Customer Complaint			Cause Description			Correction Statement		
CUST STATES THE CAR DIED OUT OF NO WHERE SEE HIST. CHECK ALL ELEC. SYSTEM								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
05	Customer Pay			L				
Part Number			Part Description			Part Quantity		
BATLBSV0R8KG0RK						1		
Repair	RO Open	RO Close	Dealer /	Odomet	Job	Customer	Warranty	Internal



Order	Date	Date	Service Advisor	er	Lines	Pay Total	Pay Total	Pay Total
53797	11/19/2010	11/19/2010	PFEIFFER INFINITI, INC.(T) / VANDYKE	38,782	8	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
01	Customer Pay			RE				
Customer Complaint			Cause Description			Correction Statement		
ES AT 6/32 OR GREATER								
Part Number			Part Description			Part Quantity		
WBILLINF26F			INFINITI WIPER BLADE 26 FLAT			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
02	Customer Pay			P				
Customer Complaint			Cause Description			Correction Statement		
ti pt inspection GET TOUCH UP PAINT								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
03	Customer Pay			25		FORMED A UNDER BODY INSP		
Customer Complaint			Cause Description			Correction Statement		
ry 30K or 24 mos CUSTR STATES UNDER BODY SKID PLATE KEEP						INDING SCREWS LOOK IN CUP HOLDER		
Part Number			Part Description			Part Quantity		
WBILLINF16F			INFINITI WIPER BLADE 16 FLAT			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
04	Customer Pay			12				
Customer Complaint			Cause Description			Correction Statement		
lace wiper inserts								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
05	Warranty Pay			01				
Customer Complaint			Cause Description			Correction Statement		



CUST STATES BATTERY GOES DEAD INTERMITTENTLY IF DETAILING THE CAR AND DOORS ARE OPEN 45MIN CAR WONT START (DRAIN)ON BATT								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
06	Customer Pay			01				
Customer Complaint			Cause Description			Correction Statement		
GRAM WHEEL SENSORS								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
07	Warranty Pay			01				
Customer Complaint			Cause Description			Correction Statement		
CUST STATES SQUEAK FROM DASH WORSE WHEN COLD PASS SIDE BY WINDOW MEETS DASH OR DOOR NOT SURE								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
08	Customer Pay			01				
Customer Complaint			Cause Description			Correction Statement		
T STATES PERFORM DETAIL NO CHARGE DO NOT TOUCH BACK						MPER JUST PAINTED		
Part Number			Part Description			Part Quantity		
						0		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
51294	04/20/2010	04/20/2010	PFEIFFER INFINITI, INC.(T) / BLISS	30,525	10	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
01	Customer Pay			GN				
Customer Complaint			Cause Description			Correction Statement		
gn front wheels								



Part Number			Part Description			Part Quantity
8402						1
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
02	Customer Pay			KE		PLETED BRAKE FLUID FLUSH
Customer Complaint			Cause Description			Correction Statement
brake fluid flush						
Part Number			Part Description			Part Quantity
999MP5W30EP			NISSAN 5W30 ESTER OIL GL4			2
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
03	Customer Pay			RE		ROTATED SUMMER TIRES AND REPROGRAMMED TIRE PRESSURE
Customer Complaint			Cause Description			Correction Statement
TIRES AT 6/32 OR GREATER						
Part Number			Part Description			Part Quantity
999MPMTF00P			75W-85 MANUAL TRANS FLUID			4
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
04	Customer Pay			P		
Customer Complaint			Cause Description			Correction Statement
transmission inspection						
Part Number			Part Description			Part Quantity
1102601M02			WASHER-DRAIN			1
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
05	Customer Pay			50		PLETED TRANSMISSION SERVICE
Customer Complaint			Cause Description			Correction Statement
transmission Service						
Part Number			Part Description			Part Quantity
209V5-KIT						1
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
06	Customer Pay			05		PLETED OIL AND FILTER CHANGE, TOPPED OFF WASHER SOLVENT
Customer Complaint			Cause Description			Correction Statement
50 mile service						
Part Number			Part Description			Part Quantity
1520865F0C			OIL FILTER			1



Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
07	Customer Pay			15		PLETED BRAKE INSPECTION, FRONT AND REAR AT 6 MM., IN GOOD		
Customer Complaint		Cause Description			Correction Statement			
ry 15K or 12 mos								
Part Number		Part Description			Part Quantity			
16546JK20A		ELEMENT ASSY-AIR			2			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
08	Customer Pay			20		PLETED 3 PART FUEL SYSTEM SERVICE		
Customer Complaint		Cause Description			Correction Statement			
I System Service								
Part Number		Part Description			Part Quantity			
999MPA7000QT		5W30 SUPER MOTOR OIL 12QT CASE			11			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
09	Customer Pay			01				
Part Number		Part Description			Part Quantity			
STEERING FLUSH					1			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
10	Customer Pay					LACED INTERIOR MICRON FILTER		
Part Number		Part Description			Part Quantity			
999MP5W30EP		NISSAN 5W30 ESTER OIL GL4			2			
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
49747	11/10/2009	11/10/2009	PFEIFFER INFINITI, INC.(T) / URBANSKI	23,930	5	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
01	Customer Pay			GTIRE				
Customer Complaint		Cause Description			Correction Statement			
TIRES AT 6/32 OR GREATER								
Part Number		Part Description			Part Quantity			
999MP5W30EP		NISSAN 5W30 ESTER OIL GL4			1			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		



02	Customer Pay			INSP				
Customer Complaint			Cause Description			Correction Statement		
multi pt inspection								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
03	Customer Pay			T0010				
Customer Complaint			Cause Description			Correction Statement		
Every 7.5K or 6 mos INSTALL SNOW TIRES RESET TPMS								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
04	Warranty Pay			I0001				
Customer Complaint			Cause Description			Correction Statement		
CUST STATES SQUEAKING IN ENGINE AT IDLE								
Part Number			Part Description			Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
05	Warranty Pay			I0001				TEST DROVE WITH CUST DID NOT PRODUCE PROBLEM
Customer Complaint			Cause Description			Correction Statement		
CUST STATES SQUEAK IN LEFT DOOR/HEADLINER								
Part Number			Part Description			Part Quantity		
						0		
Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
49088	09/18/2009	09/18/2009	PFEIFFER INFINITI, INC.(T) / URBANSKI	21,470	3	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes		
01	Customer Pay			GTIRE				
Customer Complaint			Cause Description			Correction Statement		
TIRES AT 6/32 OR GREATER								
Part Number			Part Description			Part Quantity		
						0		



Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
02	Customer Pay			INSP		CLAIM #4098567
Customer Complaint		Cause Description			Correction Statement	
multi pt inspection						
Part Number		Part Description			Part Quantity	
					0	

Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
03	Customer Pay			I0005		PERFORMED LASER ALIGNMENT PROCEDURE
Customer Complaint		Cause Description			Correction Statement	
CUST STATES INTELL CRUISE INOP SINCE ACCIDENT/DISTANCE SEN					SOR WAS JUST REPLACED ALIGN????	
Part Number		Part Description			Part Quantity	
					0	

Repair Order	RO Open Date	RO Close Date	Dealer / Service Advisor	Odometer	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
47706	05/22/2009	05/22/2009	PFEIFFER INFINITI, INC.(T) / URBANSKI	17,631	1	N/A	N/A	N/A

Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description	Technician Notes
01	Warranty Pay			I0001		EDGE OF PIECE COMING OFF
Customer Complaint		Cause Description			Correction Statement	
CUST STATES TRIM PIECE ON BODY BY REAR TIRE IS COMING LOOSE						
Part Number		Part Description			Part Quantity	
78877JL10A		PROTECTOR SILL FLARE LH			1	

Warranty Information			
RO Number	RO Date	Dealer Name	Mileage
6961301	06/19/2014	PFEIFFER INFINITI, INC. (T)	96,981
Operation Code	Operation Description	PNC	Sublet
UH23AA	RPL ONE WINDOW REGULATOR	80700	FRONT DOOR WINDOW REGULATOR
Part Number		Part Description	
80731JL00A		MOTOR ASSY - REGULATOR, LH	
80721JL00A		REGULATOR ASSY - DOOR WINDOW, LH	
RO Number	RO Date	Dealer Name	Mileage
6894714	05/01/2014	PFEIFFER INFINITI, INC. (T)	95,367



Operation Code	Operation Description	PNC	PNC Description	Sublet
RK20AA	RPL ONE FRONT REGULATOR MOTOR	80730	FRONT REGULATOR MOTOR	0.00
Part Number		Part Description		
80731JL00A		MOTOR ASSY - REGULATOR, LH		
RO Number	RO Date	Dealer Name		Mileage
6801701	02/20/2014	PFEIFFER INFINITI, INC. (T)		92,257
Operation Code	Operation Description	PNC	PNC Description	Sublet
MC18AA	RPL FRONT WHEEL HUB/BEARING (ONE SIDE)	40202	PT-FRONT WHEEL HUB	0.00
Part Number		Part Description		
40202EJ70A		HUB ASSY-ROAD W		
RO Number	RO Date	Dealer Name		Mileage
6245101	12/13/2012	PFEIFFER INFINITI, INC. (T)		73,587
Operation Code	Operation Description	PNC	PNC Description	Sublet
HF14AA	RPL CONTROL ROD	34103	CONTROL ROD	0.00
Part Number		Part Description		
34103CD00B		ROD ASSY-CONTROL		
RO Number	RO Date	Dealer Name		Mileage
A7096301	04/07/2012	CROSS COUNTRY MTR CLUB-I		62,000
Operation Code	Operation Description	PNC	PNC Description	Sublet
88888A	ROADSIDE ASSISTANCE - INFINITI BILLABLE	CCG00	TOWING CLAIMS ROADSIDE ASSIST	0.00
RO Number	RO Date	Dealer Name		Mileage
5853903	01/16/2012	PFEIFFER INFINITI, INC. (T)		58,027
Operation Code	Operation Description	PNC	PNC Description	Sublet
HE01AA	R&I MANUAL TRANSMISSION ASSY	32010	MANUAL TRANS. ASSY	0.00
HE021A	RPL MANUAL TRANSMISSION ASSY	32010	MANUAL TRANS. ASSY	0.00
Part Number		Part Description		
206921E810		GASKET-EXHAUST		
32010JK41A		TRANSMISSION		
32865JK40A		KNOB-CONTROL LEVER		
RO Number	RO Date	Dealer Name		Mileage
A3501801	01/16/2012	CROSS COUNTRY MTR CLUB-I		58,000
Operation Code	Operation Description	PNC	PNC Description	Sublet
88888A	ROADSIDE ASSISTANCE - INFINITI BILLABLE	CCG00	TOWING CLAIMS ROADSIDE ASSIST	0.00
RO Number	RO Date	Dealer Name		Mileage
5557004	04/28/2011	PFEIFFER INFINITI, INC. (T)		45,662





Operation Code	Operation Description	PNC	PNC Description	Sublet
GB18AA	TEST & CHARGE BATTERY	24410	BATTERY	0.00
GB181A	ADD TO GB18AA FOR RPL BATTERY	24410	BATTERY	0.00
Part Number		Part Description		
999M1QB24F15		INFINITI BATTER		
RO Number	RO Date	Dealer Name		Mileage
4770601	05/22/2009	PFEIFFER INFINITI, INC. (T)		17,631
Operation Code	Operation Description	PNC	PNC Description	Sublet
UF60AA	RPL REAR FILLET PROTECTOR	78816	REAR FILLET PROTECTOR	0.00
Part Number		Part Description		
78877JL10A		PROTECTOR SILL FLARE LH		
RO Number	RO Date	Dealer Name		Mileage
4346601	05/13/2008	PFEIFFER INFINITI, INC. (T)		597
Operation Code	Operation Description	PNC	PNC Description	Sublet
		PB057	INF RECONNECT PRGM (SALES)	0.00